

## **Minutes on PPG practice meeting held on 8th September at 12:00-1 PM**

### **Present:**

Steve Macaulay (Chair), Jack Alvarez, Andy Glodowski, Krysia Glodowska, Brenda Hall, Isabelle Holloway, Teresa Batchelor, Nikki Chamberlain, Dr Alan Jackson.

### **1 Apologies for absence**

Sharon Carter, Jyoti Gupta and Stephen Hill sent their apologies.

### **2. Review of minutes of previous meeting**

Steve asked Nikki about a date for the paediatric first-aid sessions. Nikki confirmed that the other 2 surgeries in the PCN would also be involved and confirmed his would take place later in the year and would involve the whole of the PCN.

### **3. New PPG recruitment**

A new PPG member, Jan Pearcey, has volunteered to join the PPG. All members were delighted to strengthen the PPG and Jan said she was keen to contribute.

### **4. Updates from the Practice**

A 13-week improvement capacity and access programme ( GPIP) was being undertaken at the surgery to update and smooth out processes to make best use of all the resources and provide an up-to-date and efficient service.

Also, currently, there is a practice nursing shortage, one has gone off sick and one has retired. It is hoped that a PCN advanced nurse practitioner would start in the foreseeable future. Routine appointments for such things as blood tests were being redirected to hospital, unless the patient was too frail to attend. This kept such appointments free for those with mobility issues. Dr Jackson said that, in addition, those using community nursing services were being redirected to their GP surgeries if they were able to leave their houses.

The significant number of missed appointments, common to all GP surgeries, was now being regularly uploaded to Facebook. There was discussion about this, but it was hard to track down individual reasons, though nurses and doctors did follow up at the next appointment.

Also, to make appointment sessions more efficient and free up room spaces, the day will now be divided into 3 sessions: morning, midday and early evening.

The annual NHS GP patient survey results for Sheepecot were very positive and showed an improvement over last year. The survey was carried out before the new triage appointment system was introduced.

### **5. Patient appointments update**

The new online appointment triage system began operating, starting from the beginning of July and applies to all patient appointments and admin queries. So far, the system has been found

to work well, based on the comments received so far. Those patients who are unable to complete the form for whatever reason are still be able to ring reception who will complete the form with them.

Teresa said that there is a need to update the Practice telephone message introduction to reflect the new system and other forthcoming changes.

Jack and Isabelle had volunteered to run sessions to take people through the new system and to deal with any queries or concerns that people would have and Nikki would arrange this shortly.

It was agreed that the system seemed to have received a largely positive response, though one or two comments said they would have preferred the old system. However, a big advantage was there was now no lengthy wait on the phone. Some members of the PPG had used the system and in one case there was a 9 day wait to see a doctor. Nikki said there was always an acknowledgement within 2 days and the cases were then in the hands of an allocated doctor who may not be working full-time. Nevertheless, all urgent and priority cases were being seen quickly. There was no automatic tracking system for the patient to see, but they should ring up if the delay seemed too long.

## **5. Future vaccination sessions**

There will be Covid and flu combined sessions in the autumn, if the respective vaccines arrive in time, probably starting in mid-September. This will be announced shortly, but is likely to largely involve the more elderly and immune compromised population.

## **6. Sheepcot website and social media progress and updates**

Kerrie Farmer is currently actively working on updating social media regularly, especially Facebook and Instagram and to a lesser extent the Sheepcot website, where staff profiles have been added. Steve requested that the PPG part of the website be updated, with photos and the PPG meeting minutes. Steve asked Nikki to progress uploading past PPG minutes on the website and she agreed to action this. This has to be done through an external company, which can slow things up.

## **8. New PPG member recruitment**

It is still our aim to recruit more PPG members, should anyone know of possible candidates.

## **9. Any other business**

There was no other business.

## **10 Date of future meeting**

A date for October will be set nearer the time and communicated with members.